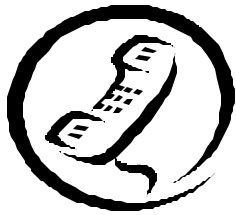


# The Missouri Public Service Commission

*Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century*

## MISSOURI UNIVERSAL SERVICE FUND



The Missouri General Assembly authorized the Missouri Public Service Commission to establish a state Universal Service Fund (MoUSF). The state program will provide support for low-income or disabled Missouri residents through increased discounts for basic local telephone service. Missouri is one of 43 states that have established this type of fund.

### Who is eligible for the MoUSF?

The state program is divided into two sections – low-income and disabled. Low-income customers receive both state and federal funds. Disabled customers receive only state support.

### What funds are available to low-income customers?

Qualifying low-income customers are eligible for both federal universal service support and MoUSF support. The state program provides **up to** \$3.50 per month to qualifying low-income customers and is designed to maximize federal universal support of **up to** an additional \$1.75 per month. The Federal Universal Service Fund and the MoUSF may offer a discount **up to** \$13.50 per month for basic local service to qualifying customers. *The exact amount of the discount is based on the amount of the qualifying customer's basic local telecommunications service.* Specific criteria must be met to qualify for these programs. Contact your telephone company for an application and more information.

### What funds are available to disabled customers?

Currently there are no federal lifeline services offered for disabled customers. The MoUSF will offer a discount of **up to** \$3.50 per customer per month off local telephone service. *The exact amount of the discount is based on the amount of the qualifying customer's basic local telecommunications service.* If a customer or a dependent of the customer living in the same household has a disability and is receiving disability benefits, the customer is eligible to receive the disability discount. Contact your telephone company for an application, criteria requirements and more information.

### How is MoUSF funded?

The program is funded through a Missouri telecommunications carrier assessment. Beginning May 1, 2005, customers will see surcharges in the amount of 0.18% of their basic local and Missouri long distance charges. A \$30 bill would mean a monthly surcharge of approximately 6 cents. For a \$50 bill, the surcharge would be approximately 9 cents.

### How will the surcharge appear on your phone bill?

Surcharges will appear on the bill as a separate line item called Missouri Universal Service Fund. If local and long distance charges appear separately on the bill (or on separate bills), the total surcharge would be split and customers would see two charges.

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Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at [www.psc.mo.gov](http://www.psc.mo.gov)